

Business Results

The Business Results category examines the organization's performance and improvement in key business areas - customer satisfaction, product and service performance, financial and marketplace performance, human resource results, and operational performance. Also examined are performance levels relative to those of competitors.

Second Self-Assessment

Findings - Business Results - What does the data tell us?

- Patent and Trademark overall customer satisfaction scores are over 60% and certain key drivers have moderately high levels of satisfaction.
- Meeting key timeliness standards continues to be a problem area.
- While several key financial measures remain positive, some unit costs have increased and certain financial ratios have declined.
- There are high levels of employee satisfaction with the quality of work life initiatives, immediate supervisors, customer focus issues, and pride in work issues.
- No quantifiable data was readily available on supplier performance.

Second Self-Assessment

Findings - Business Results - What does the data tell us?
(Con't.)

- There have been several improvements in support services for FY99 levels and hiring cycle times declined.
- Meeting certain key processing time standards continues to be a problem in the support areas.
- Comparative data for most areas is lacking.
- The balanced scorecard measures for some support areas are simply activity/workload data.